

January 12, 2013

To: David G. Schertzing Builders, Inc.

From: Dr. Susan Molstad

Re: Remodeling

David,

I would like to personally thank you for the professional and caring way you evaluated, prepared and completed the remodeling of my addition and back entry last fall. Having worked with many home contractors over the past thirty years in MI and other states, I can honestly say you are the best. Here is why:

- You were timely in your appointments, proposals and work schedules. If any changes were needed, you informed me via e-mail, phone or in person.
- Those who worked in my home were completely trustworthy and obviously selected because they were highly experienced and skilled professionals. Though you followed up daily with these craftsmen, I felt totally comfortable with their work ethic, quality and trustworthiness. At no time did I feel anyone cut corners or took shortcuts in work quality or completion---even when “no one was looking.” In fact, when rain threatened work done, the framer stayed past dark to make sure the area was protected.
- The demolition phase of the project was done efficiently and very quickly. All debris was cleaned up and removed as you promised it would be. When additional demolition on the flat roof part of the project was needed, you moved forward with no delay, questions or extra cost.
- You were active in overseeing all the work daily and completing the phase of the project where you showed great expertise; finishing. This you insisted on completing yourself.
- Your recommendations for what needed to be done and the selection of the materials used was superior; from the siding, insulation, wood, shingle replacement, windows, and outside door. Great job based on years of experience and excellent professional contacts.
- I always felt professionally respected and informed.

Because of my experience with your company and my addition remodeling, I will be contacting you with regard to another project in the near future. If at any time you would like to show a potential client the work you did at my home, please do. I have included my address, e-mail and phone number so that anyone wanting to communicate with me can do so.

Thanks again for your work, and it has been a pleasure knowing you.

Susan Molstad
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